



# Home Handbook



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# Contact list

## Head office

Tuition House  
27-37 St George's Road  
Wimbledon  
London  
SW19 4EU

## Clinical Training Centre

Prospect House  
30 St George's Road,  
3<sup>rd</sup> Floor Wimbledon  
London  
SW19 4BD

## Nursing team

020 8605 9715  
(9am – 5:30pm Monday to Friday)

[dutynurse@hfhhealthcare.co.uk](mailto:dutynurse@hfhhealthcare.co.uk)

## Out of hours teams

Nurse on call **07823 344 539**

Care Rota team **07554 616 269**

## Care rota team

020 8944 8831  
(8am - 7pm Monday to Friday)

[co-ordinators@hfhhealthcare.co.uk](mailto:co-ordinators@hfhhealthcare.co.uk)

## Recruitment team

020 8605 9712

[recruitment@hfhhealthcare.co.uk](mailto:recruitment@hfhhealthcare.co.uk)

## Referrals, contracts and business team

020 8605 9714

[businessteam@hfhhealthcare.co.uk](mailto:businessteam@hfhhealthcare.co.uk)

# Working with our patients and families

At HFH Healthcare we meet the growing need for complex care by providing specialist nurse led services to adults and children in their own homes, in and around London.

Our extensive services and individually-designed care packages are highly specialised, nurse led and strongly outcome based. We work closely with our patients and their families to identify and understand their specific needs and establish how best to meet these fully.

In line with our vision to be the most trusted and highly-regarded provider in our field, we work consistently to develop and advance expert healthcare services. Our approach and vision enable us to meet both current and emerging needs and help increasing numbers of patients regain and retain their quality of life, today and into the future.

## Registered Provider, Nominated Person and Registered Manager

Led by a management team of highly qualified and experienced nurses, we are experts in managing a wide range of conditions, including spinal and brain injuries, neurological disorders and degenerative conditions. We also operate to extremely high clinical standards to ensure that our patients are always in safe and capable hands.

### Registered Provider:

Name: HFH Healthcare

Address: Tuition House 27-37  
St George's Road  
Wimbledon  
London  
SW19 4EU

### Nominated Person:

Name: Catherine Hellary

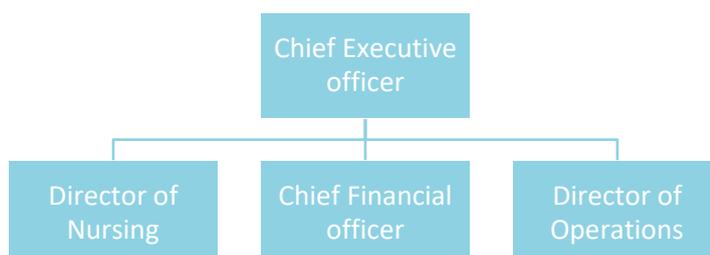
Address: HFH Healthcare,  
Tuition House  
27-37 St George's Road  
Wimbledon  
London SW19 4EU

### Registered Manager:

Name: Catherine Hellary

Address: HFH Healthcare,  
Tuition House  
27-37 St George's Road  
Wimbledon  
London SW19 4EU

Catherine is a qualified Nurse and has many years of experience working within the NHS and private healthcare sectors. Most of Catherine's career has been in specialist healthcare management and business development within specialist nurse led healthcare. Catherine joined HFH Healthcare in 2012 and completed a Management Buyout in 2016. Key roles in our management team are shown in the organisational structure.



# HFH Healthcare's Statement of Purpose

HFH Healthcare is committed to providing the highest quality of care to adults and children with complex needs in their own homes. HFH Healthcare invests in HCAs and trains each HCA to provide the highly specialist care interventions our Patients need. Each HCA receives Patient-specific training and competence assessment delivered by our highly experienced Nursing Team members.

HFH Healthcare receives referrals from NHS Continuing Care Teams and specialist units and hospitals due to our excellent reputation for providing high quality and bespoke care to adults and children.

HFH Healthcare specialises in providing care to individuals with advanced healthcare needs such as neurological disorders, respiratory management (tracheostomy and ventilation), spinal cord injury, brain injury, stroke, complex behavior management and genetic conditions.

HFH Healthcare works in close partnership with individuals and NHS Continuing Care teams in order to deliver the highest quality of care to individuals with highly complex health needs, in the comfort and security of their own homes.

Managed by a team of healthcare experts HFH Healthcare ensures the specific needs of every Patient requiring specialist complex care management are met and excellent quality of care is delivered throughout.

We deliver highly bespoke care packages and continuing care solutions.

With the enhanced level of specialised nursing support our services help adults, children and families to leave hospital safely and as quickly as possible whilst also reducing the risk of future re-admission.

HFH Healthcare is committed to designing and delivering alternative options for individuals who require continuing healthcare services but who also wish to have maximum independence and choice in their care at home.

## Philosophy of Care

### Putting Patients at the Heart of Healthcare

By listening to our patients and placing them at the centre of the care we deliver, we enable them to be our guides. This means we can provide a unique healthcare package designed around individual needs and personal preferences.

Care plans are reviewed and updated regularly so they continue to meet the patient's needs and preferences as they change over time.

## Principles and Values of HFH Healthcare

### Achieving the best outcomes

Our belief and experience is that positive outcomes depend on getting the right care and support from the outset. With choice and control, patients respond positively to the care, support and encouragement we give them, ensuring they achieve the best outcomes for their health, independence and quality of life.

## Engagement

We accommodate all aspects of a care package, from the initial needs assessment through to its development and delivery. To achieve this, we work in close partnership with patients, their families, commissioners and any other stakeholders, as well as charities and other community-based organisations.

## Safeguarding and risk management

The safeguarding of adults and children is of prime importance and central to our operations and processes. From the comprehensive checks we carry out when recruiting staff, through to administering clinical treatment, we adhere to strict guidelines that are reviewed and audited regularly.

# What our Services Include

Our services are flexible and tailored to suit individual needs and preferences. We also support all forms of Personal Health Budget.

## Healthcare packages

We provide all forms of 24-hour care and long-term healthcare packages delivered by our teams of healthcare assistants (HCAs) or our nurses.

## Nurse led management and implementation

All of our healthcare packages are designed and managed by a designated specialist nursing case manager who ensures that they are safely and effectively delivered. The specialist nurse reviews them regularly to ensure they continue to meet the patient's needs fully.

Due to the complexity of the healthcare we provide, crises may occur. On occasion, care arrangements need to be put in place with minimum disruption to continuity of care. In such cases, we act swiftly to restore a robust, effective and sustainable solution.

## 24 Hour On-Call Service

We operate a 24 hour on-call service using specialist nurses and healthcare assistants who can intervene swiftly and effectively in the event of a crisis, providing peace of mind for the patient and everyone involved with their care.

All of the on-call staff are highly trained and able to stabilise critical issues or conditions effectively. This support reduces the likelihood of hospital re-admissions, associated distress for patients and their families and limits additional cost and resource pressures on the NHS.

## Human resource management

We manage all staff-related services including:

- Recruitment, compliance, performance reviews, supervision, spot checks
- Clinical training and assessment
- Engagement groups and review meetings
- Annual leave, succession planning, staffing rotas and payroll.

## Fully trained healthcare staff

We have an in-house team of specialist nurses, and access to carefully selected healthcare staff with the experience, skills and expertise to deliver high-quality healthcare across the range of complex conditions we manage.

We provide mandatory, bespoke and ongoing nurse led clinical training to meet specific care requirements and to support staff career development. All our staff comply with the requirements of the appropriate regulatory bodies.

## Careful Matching of Staff to Patients

Taking care to match staff and patients appropriately is a critical consideration when tailoring a care package and essential to ensuring quality of care and success in achieving outcomes.

When matching healthcare staff, we are sensitive to the patient's preferences in relation to gender, culture, religion and spoken language, shared interests and general rapport. We involve the patient closely when selecting healthcare staff and ensure they are completely happy with the individuals chosen.

# Recruitment of our Healthcare Staff

At HFH Healthcare we employ only the best people to deliver the highest quality of care to patients on a continuing basis.

## Recruitment

In addition to careful selection of staff, we carry out extensive assessment to ensure integrity, trustworthiness and reliability. All our staff comply with the Care Quality Commission (CQC) and NHS employment standards.

Our workforce consists of qualified, experienced Registered Nurses and HCAs selected for their suitability, commitment and dedication to their role.

## Bespoke Teams

We can manage a patient-specific recruitment campaign, so that we can meet their care needs, personal choices and preferences very precisely and can provide bespoke training as necessary.

## Careful matching of staff with patients

We spend time talking with patients and their families so we can identify the specific staff attributes and qualities they prioritise and to encourage them to express any concerns.

It is important for patients to form a positive personal connection with their care staff, so they can trust them and feel completely secure and comfortable in their care.

## Development and Compliance of our Healthcare Staff

The clinical and caring skills of our staff, their commitment to patients, and their compliance with national standards ensure we deliver the highest quality of care.

All patients and their care teams are supported by our in-house team of specialist nurses who complete regular competency assessments throughout the care delivery. Healthcare staff also receive regular supervision and continuing professional development to ensure they continue to meet our high clinical standards.

## Specialist nurse led training

Whatever a patient's care needs may be, we train and supply the healthcare staff to deliver the care required.

Our theoretical and practical clinical training takes place at our fully equipped clinical training centre and is provided by our team of specialist nurses. The centre comprises interview and training rooms, and several specialist and fully-equipped skills labs for bespoke training to cover a wide range of patient-specific needs.

## Maintaining Compliance

We adhere to NHS guidelines to ensure safer recruitment processes, carrying out extensive checks on staff experience and credentials, including:

- Disclosure and Barring Service (DBS) checks
- Full working history
- Detailed reference checks
- Annual reviews with regulatory bodies

Our rigorous quality assurance procedures are audited and reviewed on a regular basis to ensure continued compliance with the highest standards of safety and care.

## Clinical Governance

### Our framework

We have extensive expertise in clinical risk management and patient safety in the form of an Integrated Governance Committee (IGC). There are four subcommittees which report into the IGC on a regular basis, covering the areas of Operational Quality, Clinical Governance, Information Governance and Health & Safety.



We maintain robust clinical governance and management processes to manage performance and risk across the full range of services we provide and throughout our workforce.

We hold regular meetings, including weekly safeguarding meetings to review any issues and adapt our systems and procedures so we can minimise or eliminate any potential risks and ensure the maintenance of high standards.

We continue to develop a culture which has risk awareness and patient safety at its heart.

# Support Objectives

All people who have contact with HFH Healthcare will be treated with respect at all times.

We aim to offer skilled support to enable people who live here to achieve their optimum state of health and wellbeing.

We uphold the human and citizenship rights of all with whom we have contact.

Individual choice and personal decision-making are rights granted to all patients and will be supported by our employees.

The right to independence will be respected and encouraged for all patients by the caring activities within HFH Healthcare.

The individual uniqueness of patients, staff and visitors will be recognised and these people will be treated with dignity and respect at all times.

The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.

We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Patients and staff.

# Standards that you can expect from HFH Healthcare

## To be involved and told what's happening at every stage of your treatment

You (or someone acting on your behalf) will be involved in discussions about your care, treatment and support.

You will get support if you need it to help you make decisions and staff will respect your privacy and dignity.

Before you receive any examination, care, treatment or support, you will be asked whether or not you agree to it.

## Care, treatment and support that meets your needs

Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights.

You will get the care that you and your social care professional agree will make a difference to your health and wellbeing.

Your care needs are coordinated if you move from one care provider to another.

Staff respect your cultural background, gender, age, sexual orientation, religion or belief and your disability, if you have one.

## To be safe when using a service

You will be protected from abuse or the risk of abuse, and staff will respect your human rights.

## To be cared for by staff with the right skills to do their jobs properly

You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.

You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

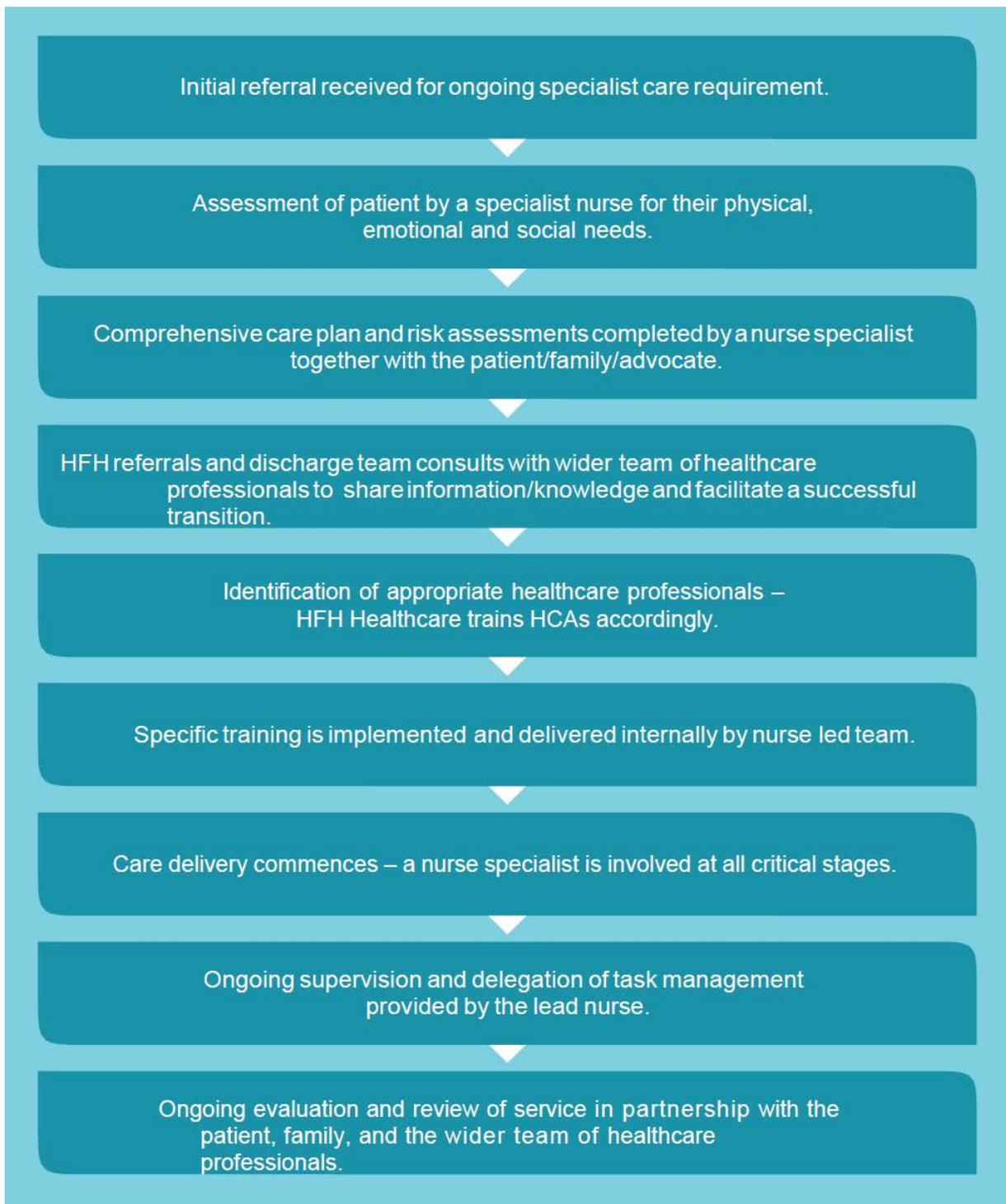
## HFH Healthcare routinely checks the quality of its services

The Nursing and Operations teams monitor the quality of their services to make sure you receive the support you need.

Your personal records will be accurate and kept safe and confidential.

You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly.

# Care Pathway



The first step is to arrange to visit you in your own home or current place of care. The Nursing team will discuss with you your individual requirements and the range of Services we are able to provide at HFH Healthcare. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and HFH Healthcare as to whether the necessary service can be provided. In common with all records regarding Patients, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to you and be available to you at any time.

One of the Nursing team will visit you in your home, or in hospital if necessary, and will document a pre-service start assessment with you. This initial set of information will form part of your Care Plan which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills for an overall improvement to your health and wellbeing.

The Nursing Team will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be recorded in your Care Plan. The Nursing Team will also assess your psychological and physical capabilities.

Previous work and hobbies, preferences with regard to activities and food will be noted and a personal programme of support and/or Care devised according to your wishes.

They will also arrange for meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your Care.

If you have any questions please discuss them with your Care coordinator or the Nursing Team who will be very happy to answer them.

## Care Coordinators

The aim of the Care coordinator system is to provide each Patient with a named contact within the staff team, and to develop a relationship based on trust and mutual respect. Your Care coordinator will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions.

Obviously not everyone gets on with each other. If you are unhappy with your Care Coordinator, please bring this to the attention of the Head of Operations. The matter will be resolved sensitively and confidentially, and if this is appropriate a new Care coordinator may be assigned to you.

## Nursing Team

All patients have a designated Nurse to ensure care delivery is safely and effectively delivered. The nurse reviews regularly to ensure they continue to meet the patient's needs fully.

# Key Policies and Procedures

## Confidentiality

Our policy outlines any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information may be shared with members of staff who are directly supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to our Nursing Team. You will be consulted where appropriate before information is released.

Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.

Information about you is needed in order to enable staff to provide proper support and treatment and where there is a need for sharing this externally we ensure compliance with data protection regulations. Some of the information may also be used for other purposes, such as:

Making sure our services meet your needs;

Helping staff to review the support they provide to you to help them achieve the highest standards;

Investigating complaints or legal claims.

## Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital.

## Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please contact your Care Coordinator or the Director of Nursing if you feel that your privacy or dignity is not being respected.

### Patients' privacy:

All Patients have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of HFH Healthcare are guests in the home of the patient.

Staff of HFH Healthcare respect the rights of patients.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to.

### Patient's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area. HFH Healthcare seeks to reduce any feelings of vulnerability which patients may have as a result of disability or illness.

## Privacy

The HCA recognises your right to be left alone, undisturbed and free from intrusion and public attention. You have the right to privacy with regard to both your personal affairs and belongings. Written permission will be sought for access to your records.

## Confidentiality of Information

Your rights to confidentiality will be safeguarded. The HCA will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.

## Equal Opportunities

You have the right to practise your beliefs, religion or culture without constraint by restrictive or discriminatory practice. Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant. All complaints will be recorded in such a way as to highlight repeated problems.

## Fulfilment of Aspirations

Your social, emotional, cultural, political and sexual needs are accepted and respected.

## Safeguarding

We review any issues and adapt our systems and procedures so we can minimise or eliminate any potential risks and ensure the maintenance of high standards. We continue to develop a culture which has risk awareness and patient safety at its heart. We adhere to strict guidelines that are reviewed and audited regularly.

## Consultation

You will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. You will be fully involved in and fully informed with respect to the individual assessment of your support needs. You have a right to be involved in a careful and thorough assessment of your needs and wishes, and to be informed of the outcome.

HFH Healthcare's commitment will be to find the best and most cost effective way of meeting your needs and aspirations. You will be supported to make informed choices about the future, this will be incorporated into your Care plan.

## Personal Choice

Your HCA will support you to exercise your personal choice in opportunities and lifestyle. The HCA will ensure that you are central to all decisions being made. If, for reasons of mental frailty, you are not able to participate fully in Patient Planning, consideration will nevertheless be given to your wishes, as far as these are expressed and are practical. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.

## Review

You will have a regular review of your individual circumstances with HFH Healthcare.

## Services Information

You will be fully informed about the services provided by HFH Healthcare during the clinical assessment

## Legal Rights

You will be fully informed about your legal rights during the assessment.

## Medication

You will be fully involved and informed about your medication requirements and how these are met whenever possible.

## Family and Friends

You will be supported to maintain access to family, friends, facilities and the overall community.

## Supporting your Independence

You will be supported to take risks on the basis of your own, informed opinion.

The principles outlined above must be guided by prior commitments imposed by health and safety or statutory requirements.

## Gifts, Wills and Other Documents

All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present patient. Gifts to staff are subject to disclosure to management, and may be refused on the basis of conflict of interest.

## Patient's Personal Fulfilment

The aim of HFH Healthcare is to actively help you to lead a fulfilling life within the limits of your abilities and wishes, and to recognise and cater for your wishes around socialising.

Staff will take an interest in things that you have done in the past and discuss current interests, particularly those you wish to retain. They will assist you in developing skills and following your interests.

You will be central to the devising of your Care Plan. A family member, friend or external advocate may also be involved as is considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising your potential. They will attend to your complete needs irrespective of how your disabilities may affect them. You are an equal and unique human being and will be offered help and services according to your own unique needs, irrespective of race, gender, sexuality, culture or state of health.

## Risk Management

The assessment of risk is addressed as part of the commencement of service process for each person and the results are integrated into the Care Plan. By this process of integration your views, family members and professional advisors will be fully taken into account, as part of the participative Care Planning process.

## Inappropriate Behaviour

HFH Healthcare is committed to preventing inappropriate behaviour and if you, a carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member, or use the formal complaints procedure.

You, your principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

## Advocates

Patients have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Arrangements for your voting rights can be made through your local Borough.

# Making a Complaint and Giving Compliments

We aim to keep you at the centre of all our care services and by listening to your feedback, responding and designing services around you, we hope to provide a truly unique healthcare service which is focused on your individual needs and personal preferences.

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We encourage Patients to instigate the complaints procedure whenever they feel that this is necessary. We encourage Patients to comment when relatively minor matters are a problem to them. It is our policy that all matters which disturb or upset a Patient should be reported, recorded and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitments are that:

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive an acknowledgement within 1 working day of the complaint being received, and a final reply within 25 days
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is

## How to make a Complaint

Patients and their representatives can make a complaint by phone, letter, email, in person, or via the website. In order to help us thoroughly investigate your concern, please include as much detail as possible including using the headings below as a guide:

Date:

Details of the complaint including name of person affected:

The outcome that you expect:

Your name and contact details:

## How to send us a Compliment

Patients and their representatives can send us a compliment by phone, letter, email, in person or via the website.

## Contact us via

### POST or in person

Tuition House  
27-37 St George's Road  
Wimbledon  
London SW19 4EU

### Email

Send us an email to:  
[clinicalgovernance@hfhhealthcare.co.uk](mailto:clinicalgovernance@hfhhealthcare.co.uk)

### Online

On the contact us page of our website:  
[www.hfhcare.co.uk/contact-us](http://www.hfhcare.co.uk/contact-us)

### Phone

Please phone us on: 020 8944 8831

Complaints may also be made to persons in authority outside of HFH Healthcare, such as the Clinical Commissioning Group. In the event of a significant issue and complaint, you may consider contacting the CQC.

## Clinical Commissioning Group

The local Commissioning group your funding comes under

## Care Quality Commission (CQC)

National Correspondence

Citygate,

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

## The Local Government Ombudsman

PO Box 4771

Coventry. CV4 0EH

Tel: 0845 602 1983 or 024 7682 1960

Fax: 024 7682 0001

[advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## Other documents

You are invited to review the latest CQC inspection report on the establishment which can be found via the HFH or CQC website.

The handbook is available in other accessible formats and languages on request via the website:  
[www.hfhcare.co.uk/contact-us](http://www.hfhcare.co.uk/contact-us)



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